

## LANCASTER COUNTY RECEPTIONIST/SWITCHBOARD OPERATOR

### NATURE OF WORK

This is routine work operating a switchboard, receiving and directing visitors, and performing miscellaneous clerical duties.

Work involves the operation of a facility switchboard telephone system placing, answering and transferring calls. Work also involves acting as receptionist, maintaining routine clerical records and answering questions asked by the public and other visitors concerning the location of various rooms, offices and personnel. Work is performed in accordance with established policies and practices. Supervision is received from an administrative superior with work reviewed in the form of quality of service rendered to the Department/general public, oral reports and periodic observation.

### EXAMPLES OF WORK PERFORMED

Answer all incoming calls and forward callers to proper party; obtain and relay messages; place outgoing and emergency calls for residents, visitors and staff; operate an intercommunication system to page personnel in various office locations and to announce activities and special events.

Greet visitors and direct them to resident rooms, to appropriate personnel, or to meetings and various activities in the building; monitor administrative staff's availability/presence within the facility and advise callers/take messages as necessary; answer routine, non-technical inquiries and refer other questions to the proper authority for follow-up.

Perform a variety of clerical tasks which may include typing, filing, alphabetizing, making change for residents and employees, selling stamps and meal tickets, and stuffing envelopes; open and sort mail; maintain routine clerical records; generate resident clothing labels for new admissions; complete work progress reports and maintain statistics regarding work activities as required.

### DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Some knowledge of the operation of a telephone switchboard system and standard call handling procedures.

Some knowledge of the location, functions and principal personnel of various agency departments.

Some knowledge of modern office equipment including computer terminals and software.

Ability to communicate and interact with the public, co-workers and residents tactfully and courteously, over the phone or in person.

Ability to obtain and relay complete and accurate messages.

Ability to understand and follow oral and written instructions and procedures.

Ability to perform common clerical tasks accurately and efficiently.

#### DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent and some experience in the operation of a telephone switchboard.

#### MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent and any equivalent combination of training and skills which provides the desirable knowledges, abilities and skills.

Approved by: \_\_\_\_\_  
Personnel Director

Revised 2/97

PS2411